

Fig. 1

090405.0720
2021.07.20

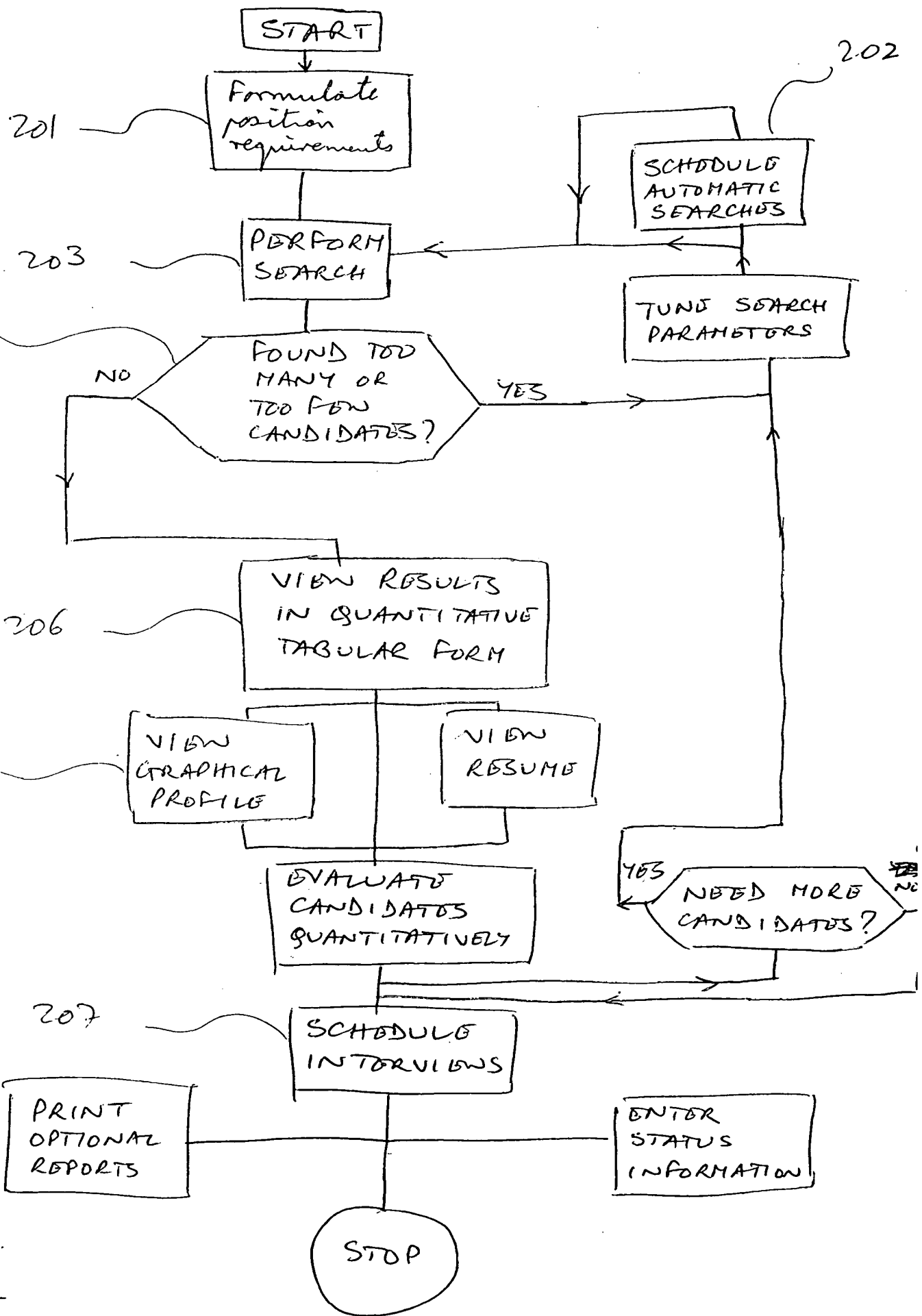


FIG. 2

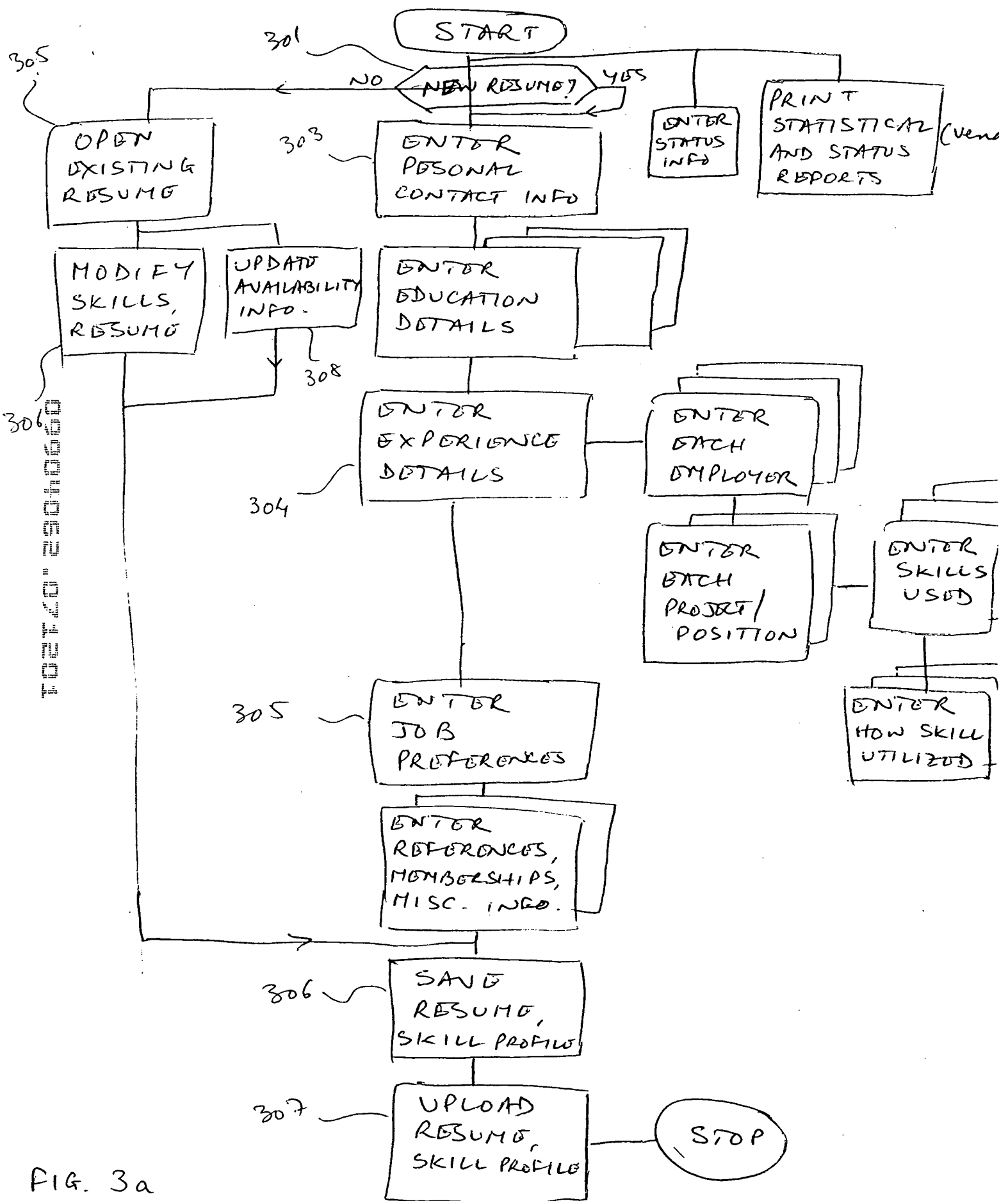


FIG. 3a

IVR

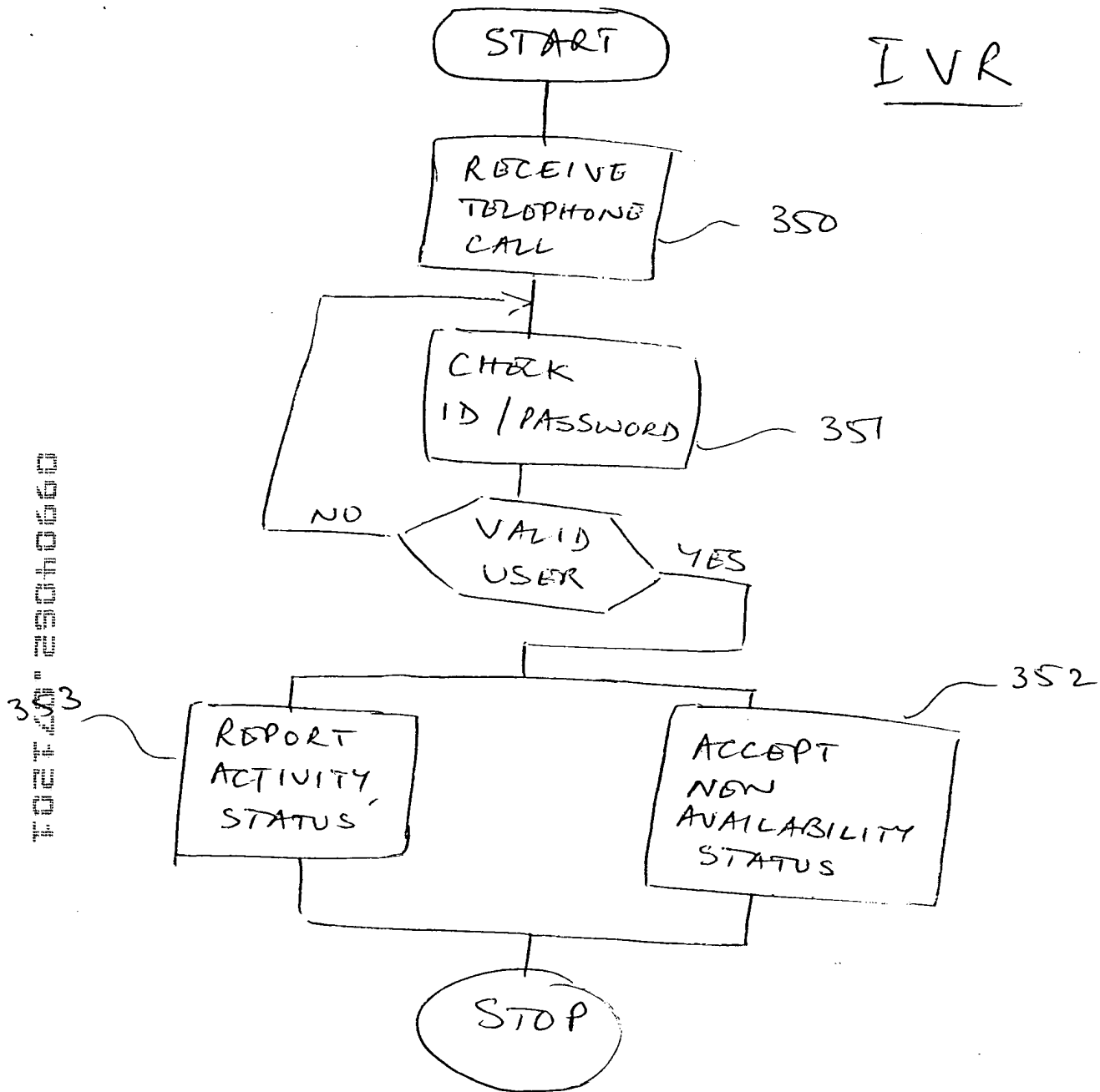
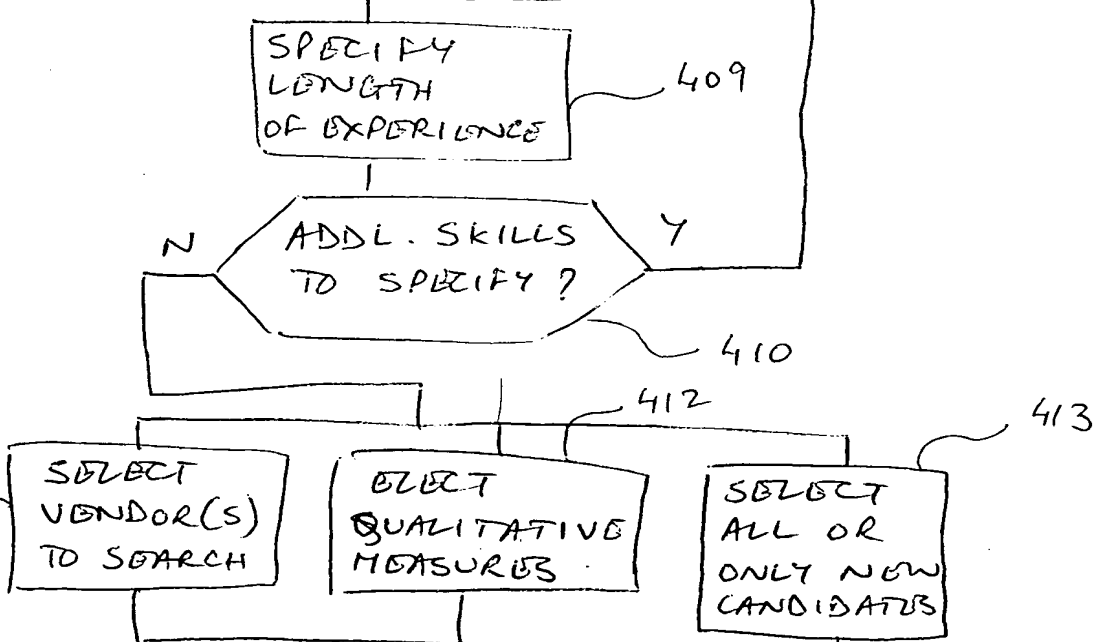
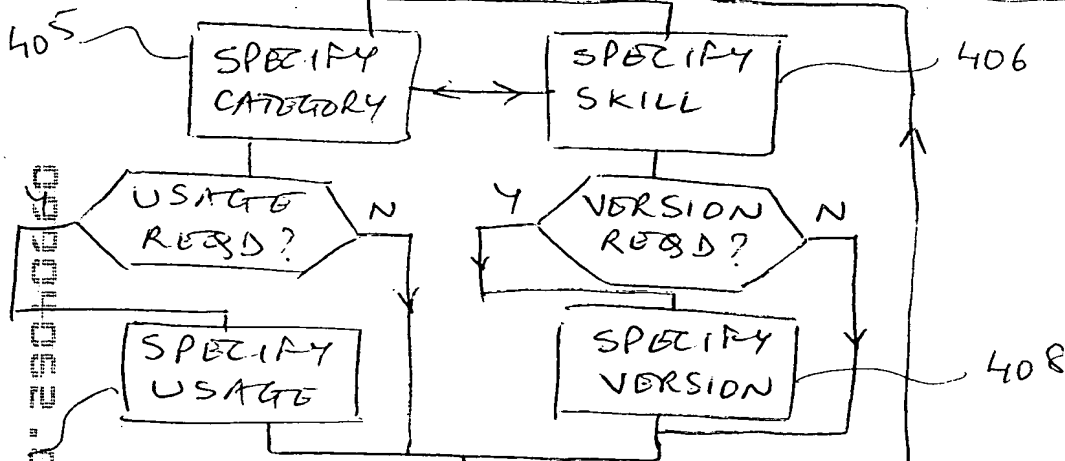
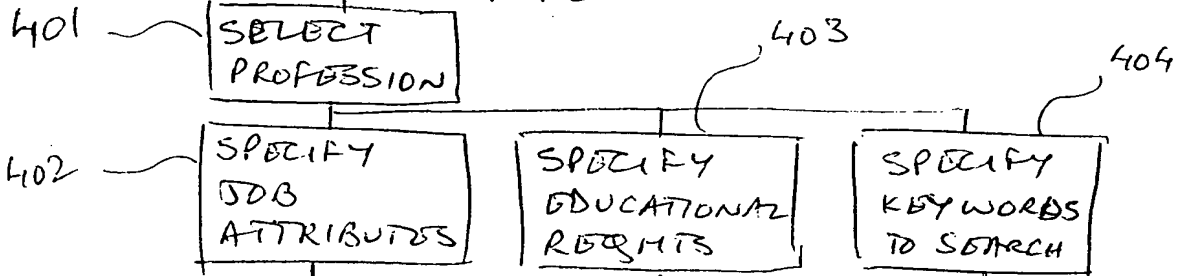


FIG. 36

FORMULATING SEARCH QUERIES

START

BLOCK 201
FIG. 2.



STOP

TO BLOCK 203
FIG. 2